

Affected Programs: All Programs

To: All Providers, HMOs and Managed Care Providers

Training Sessions in August 2008 on Provider Electronic Solutions Software Upgrades and Changes

In August 2008, ForwardHealth is offering training sessions on upgrades and changes to Provider Electronic Solutions (PES) software with the implementation of ForwardHealth interChange. Training sessions are for providers and billing staff who currently use PES or are interested in using the new National Council for Prescription Drug Programs Telecommunications Standard Format 1.1.

There is no fee to attend; however, registration is required. Attendees are encouraged to register early as seating is limited.

ForwardHealth interChange Background

In October 2008, the Department of Health Services will implement ForwardHealth interChange, which replaces Wisconsin's existing Medicaid Management Information System (MMIS). ForwardHealth interChange will be supported as part of the state's new fiscal agent contract with EDS. With ForwardHealth interChange, providers and trading partners will have more ways to verify member enrollment and submit electronic claims, adjustments, and prior authorization requests through the secure ForwardHealth Portal. Refer to the March 2008 *ForwardHealth Update* (2008-24), titled "Introducing ForwardHealth interChange, a New Web-Based Information System for State Health Care Programs," for an overview of the implementation and a more detailed outline of the many business process

enhancements and added benefits the new system and fiscal agent contract will provide.

Training Sessions

ForwardHealth is offering training sessions in August 2008 on PES software upgrades and changes with the implementation of ForwardHealth interChange. Training sessions will be conducted as half-day sessions covering different topics.

There is no fee to attend; however, registration is required. Attendees are encouraged to register early as seating is limited.

Refer to the Attachment of this *Update* for locations, dates, and times.

Training Session Topics

The morning training sessions are open to those who are interested in using the newly available National Council for Prescription Drug Programs (NCPDP) Telecommunications Standard Format Version 1.1 addition to the PES software. These sessions will include the following topics:

- Overview of the new NCPDP 1.1 format in PES.
- Claims submission, resubmission, and reversals.
- How to build lists and generate reports.
- Testing.

The afternoon training sessions are open to current PES users who bill using the 837 Health Care Claim: Institutional, Professional, or Dental. Current PES users will be required to upgrade their software to accommodate changes to standard electronic transactions with the implementation of ForwardHealth interChange. These sessions will include the following topics:

- New data fields and their requirements.
- Testing.
- Open forum for provider questions.

The PES Manual will be revised to detail changes with ForwardHealth interChange implementation and will be available to providers in the future. Additionally, refer to the July 2008 *Update* (2008-95), titled “Recommended System Requirements for ForwardHealth Portal and PES Users.”

How to Obtain Provider Electronic Solutions Software

The scheduled training sessions detailed in this *ForwardHealth Update* are for current PES software users. However, PES is available to all providers free of charge and may be ordered online at dhs.wisconsin.gov/medicaid9/pes/downloads.htm or providers may call the Electronic Data Interchange Helpdesk at (866) 416-4979 to request a PES CD.

Registration

There is no fee to attend any of the training sessions; however, registration is required. Providers can register online or by telephone. Providers with Internet access are strongly encouraged to use online registration. Providers and billing staff should register early as seating is limited.

Online Registration

Providers may register online by going to dhs.wisconsin.gov/forwardhealth/. Providers may access the registration form by choosing the Training link.

All fields on the registration form are required. Once the form is completed, select “Register.” Registrants will receive a training session confirmation number that they should keep for their records.

Telephone Registration

Providers may also register by calling Provider Services at (800) 947-9627. Registrants will receive a training session confirmation number that they should keep for their records.

Questions Regarding Registration

Providers who have questions about registration or are unable to attend a training session for which registration has been confirmed should call Provider Services. Providers should have their confirmation number available so the telephone correspondent can easily access the registration information.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at dhs.wisconsin.gov/forwardhealth/.

P-1250

ATTACHMENT

All-Provider Training Sessions on Provider Electronic Solutions Software

Location	Date and Time
<p>Holiday Inn — Campus Area 2703 Craig Rd Eau Claire WI 54701 (715) 835-2211</p>	<p style="text-align: center;">August 4, 2008</p> <p>Check in for morning session: 7:30 a.m. to 8:00 a.m.</p> <p>Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m.</p> <p>Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p>The Plaza Hotel & Suites 201 N 17th Ave Wausau WI 54401 (715) 845-4341</p>	<p style="text-align: center;">August 5, 2008</p> <p>Check in for morning session: 7:30 a.m. to 8:00 a.m.</p> <p>Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m.</p> <p>Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p>Sierra Hotel/K1 Convention Center* (formerly Regency Suites) 333 Main St Green Bay WI 54301 (920) 432-4555</p> <p>*Please park in the Main Street Parking Ramp.</p>	<p style="text-align: center;">August 6, 2008</p> <p>Check in for morning session: 7:30 a.m. to 8:00 a.m.</p> <p>Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m.</p> <p>Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>

Location	Date and Time
<p style="text-align: center;"> Sheraton Milwaukee Brookfield Hotel 375 S Moorland Rd Brookfield WI 53005 (262) 786-1100 </p>	<p style="text-align: center;">August 7, 2008</p> <p>Check in for morning session: 7:30 a.m. to 8:00 a.m.</p> <p>Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m.</p> <p>Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>
<p style="text-align: center;"> Crowne Plaza Hotel 4402 E Washington Ave Madison WI 53704 (608) 244-4703 </p>	<p style="text-align: center;">August 12, 2008</p> <p>Check in for morning session: 7:30 a.m. to 8:00 a.m.</p> <p>Morning Training Session: 8:00 a.m. to 11:30 a.m.</p> <p>Check in for afternoon session: 12:00 p.m. to 12:30 p.m.</p> <p>Afternoon Training Session: 12:30 p.m. to 4:00 p.m.</p>